

Safety Attribute Inspection (SAI) Data Collection Tool

2.1.4 Availability (Manuals) (AW)

ELEMENT SUMMARY INFORMATION

Purpose of This Element (Certificate Holder's responsibility):

- To ensure that current manuals are available.

Objective (FAA oversight responsibility):

- To determine if the Certificate Holder's Availability (Manuals) process meets all applicable requirements of the Federal Aviation Regulations and FAA policies.
- To determine if the Certificate Holder's Availability (Manuals) process incorporates the System Safety Attributes.
- To identify any shortfalls in the Certificate Holder's Availability (Manuals) process.

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirement(s) (SRRs):

- SRRs:
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(3)
 - 121.137(b)

Related CFR(s) & FAA Policy/Guidance:

- Related CFRs:
- FAA Policy/Guidance:
 - FAA Order 8300.10, Volume 2, Chapter 63, Section 2 Paragraph 5(c)(2)
 - FAA Order 8400.10, Volume 3, Chapter 15, Section 1, Paragraph 2085(C)

SAI SECTION 1 – PROCEDURES ATTRIBUTE

Objective: Procedures, instructions and information contained in Certificate Holder's manual are documented methods for accomplishing a process. Policies contained in the Certificate Holder's manual should establish the Certificate Holder's compliance posture. Policies may not be stand-alone statements but may be imbedded within procedures, instructions or information regarding a particular regulatory requirement. The questions in this section of the data collection tool are designed to assist the inspector in determining if the Certificate Holder's manual has documented or prescribed methods of accomplishing the process requirements that provide answers to the associated who, what, when, where and how type questions. This section of the data collection tool contains policy questions, procedural questions and instructional or informational questions pertaining to various types of Certificate Holder requirements such as actions, prohibitions or resources (i.e., personnel, facilities, equipment, technical data, etc.).

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the information listed in the Supplemental Information section of this data collection tool.
- 2 Review the duties and responsibilities for management and other personnel identified by the Certificate Holder who will accomplish the Availability (Manuals) process.
- 3 Review the Certificate Holder's manual to ensure that it contains policies, procedures, instructions and information necessary for the Availability (Manuals) process.

Questions

To meet this objective, the inspector must answer the following questions:

- 1 Does the Certificate Holder's manual content meet the specific regulatory and FAA policy requirements for an Availability (Manuals) process:

1.1 Does the Certificate Holder's manual contain general policies for the Availability (Manuals) process that comply with the specific regulatory requirements? SRRs: 121.135(b)(1); 121.137(b)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2 Does the Certificate Holder's manual refer to the regulatory requirements listed in the Supplemental Information section of this SAI? SRRs: 121.135(b)(3)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3 Does the Certificate Holder's manual contain the duties and responsibilities for personnel who will accomplish this element? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4 Does the Certificate Holder's manual include instructions and information for personnel to meet the requirements of this element? SRRs: 121.135(a)(1) <i>Related Design JTIs:</i> <ul style="list-style-type: none"> • Check that the Certificate Holder's manual includes instructions and information necessary for each of its appropriate ground personnel who is furnished the manual or appropriate parts of the manual required by 14 CFR Section 121.133, to have the manual or appropriate parts of it accessible when performing their assigned duties. Sources: 121.137(a)(1); 121.135(a)(1); 121.137(b) Interfaces: All of 1.3; All of 2.1; 5.1.1–aw 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<ul style="list-style-type: none"> • Check that the Certificate Holder's manual includes instructions and information necessary for each of its appropriate maintenance personnel who is furnished the manual or appropriate parts of the manual required by 14 CFR Section 121.133, to have the manual or appropriate parts of it accessible when performing their assigned duties. <i>Sources:</i> 121.135(a)(1); 121.137(a)(1); 121.137(b) <i>Interfaces:</i> All of 1.3; All of 2.1; 5.1.1–aw • Check that the Certificate Holder's manual includes instructions and information to furnish each of the Representatives of the Administrator assigned to it, the manual or appropriate parts of the manual required by 14 CFR Section 121.133. <i>Sources:</i> 121.137(a)(3); 121.135(a)(1) <i>Safety Interfaces:</i> All of 1.3; All of 2.1 	
<p>1.5 Does the Certificate Holder's manual require each person to whom a manual or appropriate parts of it are furnished, to have it accessible when performing their assigned duties? <i>SRRs:</i> 121.137(b)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.6 Does the Certificate Holder's Availability (Manuals) process comply with the guidance contained in FAA Order 8400.10?</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the Certificate Holder's instructions and information contains a system to make temporary information or changes, which should not be delayed for the formal revision process, available to the user. <i>Sources:</i> 8400.10, Volume 3, Chapter 15 section 1, paragraph, 2085(C) <i>Interfaces:</i> All of 2.1 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.7 Does the Certificate Holder's Availability (Manuals) process comply with the guidance contained in FAA Order 8300.10?</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the Certificate Holder's manual has provisions to make the manual(s) available to maintenance personnel. <i>Sources:</i> 8300.10, Volume 2, Chapter 63, section 2 paragraph 5, (c)(2) <i>Interfaces:</i> All of 2.1 • Check that the Certificate Holder's instructions and information have provisions to make the manual(s) available to ground personnel. <i>Sources:</i> 8300.10, Volume 2, Chapter 63, section 2 paragraph 5, (c)(2) <i>Interfaces:</i> All of 2.1 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.8 If alternate procedures exist for use during irregular conditions, do the alternate procedures maintain an equivalent level of safety by achieving the same results as the primary procedures?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

SAI SECTION 1 – PROCEDURES ATTRIBUTE –Drop Down Menu	
1. No procedures, policy, instructions or information specified.	
2. Procedures or instructions and information do not identify (who, what, when, where, how).	
3. Procedures, policy or instructions and information do not comply with CFR.	
4. Procedures, policy or instructions and information do not comply with FAA policy and guidance.	
5. Procedures, policy or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen's Charts, etc.).	
6. Procedures, policy or instructions and information unclear or incomplete.	
7. Documentation quality (e.g., unreadable or illegible).	
8. Procedures, policy or instructions and information inconsistent across Certificate Holder manuals (FOM – Flight Operations Manual to GMM – General Maintenance Manual, etc.).	
9. Procedures, policy or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).	
10. Resource requirements incomplete (personnel, facilities, equipment, technical data).	
11. Other.	

SAI SECTION 2 – CONTROLS ATTRIBUTE

Objective: Controls are checks and restraints designed into a process to ensure a desired result. The questions in this section of the data collection tool are designed to assist the inspector in determining if checks and restraints are designed into the process to ensure the desired result is achieved. Controls should be written into the manual system to ensure that the most important manual policies, procedures or instructions and information will be complied with.

Controls may be in the form of "administrative controls" which are secondary or supplemental written procedures. Like written procedures, administrative controls also need to provide answers to the associated who, what, when, where and how type questions. Controls may also be in the form of "engineered controls" such as automated features or mechanical actions or devices (i.e., safety devices, warning devices, etc.).

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the control questions below.
- 2 Review the Certificate Holder's policies, procedures or instructions and information to gain an understanding of the controls that it has documented.

Questions

To meet this objective, the inspector must answer the following questions:

- 2 Are the following controls built into the Availability (Manuals) process:

2.1	Is there a control in place to ensure that the manual, or parts of the manual, are furnished to personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.2	Is there a control in place to ensure that personnel have the manual, or parts of the manual, accessible when performing their duties?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.3	Is there a control in place to ensure that changes or additions to the manual, or parts of the manual, are furnished to personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.4	Is there a control in place to ensure that the maintenance part of the manual is retrievable in the English language?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.5	Does the Certificate Holder have a documented method for assessing the impact of any changes made to the controls in the Availability (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<i>SAI SECTION 2 – CONTROLS ATTRIBUTE –Drop Down Menu</i>
1. No controls specified.
2. Documentation for the controls do not identify (who, what, when, where, how).
3. Controls incomplete.
4. Controls could be circumvented.
5. Controls could be unenforceable.
6. Resource requirements incomplete (personnel, facilities, equipment, technical data).
7. Other.

SAI SECTION 3 – PROCESS MEASUREMENT ATTRIBUTE

Objective: Process measurements are used by the Certificate Holder to measure and assess its processes to identify and correct problems or potential problems and to make improvements to the processes. The questions in this section of the data collection tool are designed to assist the inspector in determining if the Certificate Holder measures or assesses information to identify, analyze and document potential problems with the process. Process measurements are basically a Certificate Holder's internal evaluation or auditing of the most important policies, procedures or instructions and information associated with an element.

To prevent the duplication of work that would otherwise occur, Process Measurements are most commonly addressed through a combination of auditing features contained in both the Certificate Holder's Safety Program/Internal Evaluation Program (for Operations and Cabin Safety related issues) and the auditing function of the Continuous Analysis & Surveillance System (for Airworthiness or Maintenance/Inspection related issues). The Director of Safety and the Quality Assurance Department often work in conjunction to accomplish this function for the Certificate Holder. This approach simply requires amendment of the Safety Program/Internal Evaluation Program audit forms or checklists and the Continuous Analysis & Surveillance System audit forms or checklists to include the specific process measurements for each element.

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the process measurement questions below.
- 2 Review the Certificate Holder's policies, procedures or instructions and information to gain an understanding of the process measurements that it has documented.

Questions

To meet this objective, the inspector must answer the following questions:

- 3 Does the Certificate Holder's Manual Availability process include the following process measurements:

3.1 Process measurement to reveal that the manual, or parts of the manual, are not furnished to personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.2 Process measurement to reveal that personnel do not have the manual, or parts of the manual, accessible when performing their duties?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.3 Process measurement to reveal that changes or additions to the manual, or parts of the manual, are furnished to personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.4 Process measurement to reveal that the maintenance parts of the manual are retrievable in the English language?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.5 Does the Certificate Holder document its process measurement methods and results?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.6 Does the organization that conducts the process measurements have direct access to the person with responsibility for the Availability (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 3 – PROCESS MEASUREMENT ATTRIBUTE –Drop Down Menu	
1. No process measurements specified.	
2. Documentation for the process measurements does not identify (who, what, when, where, how).	
3. Inability to identify negative findings.	
4. No provisions for implementing corrective actions.	
5. Ineffective follow-up to determine effectiveness of corrective actions.	
6. Resources requirements (personnel, facilities, equipment, technical data).	
7. Other.	

SAI SECTION 4 – INTERFACES ATTRIBUTE

Objective: Interfaces are used by the Certificate Holder to identify and manage the interactions between processes. The questions in this section of the data collection tool are designed to assist the inspector in determining whether or not interactions between the procedures, policies or instructions and information associated with other independent processes within the Certificate Holder's organization are documented. Written procedures, policies or instructions and information that are interrelated and located in different manuals within the Certificate Holder's manual system need to be consistent and complement each other. For the interfaces to be effectively managed, it is not only important to identify what the interfaces are, but it is imperative to document the specific location of the interfaces within the Certificate Holder's manual system.

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the interfaces associated with the Availability (Manuals) process that have been identified along with the individual questions in the Procedures Section (1) of this data collection tool
- 2 Review the Certificate Holder's policies, procedures or instructions and information to gain an understanding of the interfaces that it has documented.

Questions

To meet this objective, the inspector must answer the following questions:

NOTE: ALL EXPLANATIONS IN THE DROP DOWN MENU FOR "NO" ANSWERS MUST INCLUDE THE INDIVIDUAL QUESTION NUMBER FROM THE PROCEDURES SECTION (1) OF THIS DATA COLLECTION TOOL AND THE ELEMENT NUMBER(S) OF THE INTERFACE(S) THAT WERE NOT ADDRESSED.

4 Does the Certificate Holder's manual:

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|---|--|
| 4.1 Properly address the interfaces that are identified along with the individual questions in the Procedures Section (1)? | <input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain |
| 4.2 Document a method for assessing the impact of any changes to the associated interfaces within the Availability (Manuals) process? | <input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain |
| 4.3 Were any additional interfaces identified during the accomplishment of this SAI? | |

<i>SAI SECTION 4 – INTERFACES ATTRIBUTE –Drop Down Menu</i>
1. No interfaces specified.
2. The following interfaces not identified within the Certificate Holder's manual system:
3. Interfaces listed are inaccurate.
4. Specific location of interfaces not identified within the manual system.
5. Other

SAI SECTION 5 – MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTE

Objective: The questions in this section of the data collection tool address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified and knowledgeable person who is responsible for the process, is answerable for the quality of the process and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Identify the person who has overall responsibility for the Availability (Manuals) process.
- 2 Identify the person who has overall authority for the Availability (Manuals) process.
- 3 Review the duties and responsibilities of the person(s), documented in the Certificate Holder's manual.
- 4 Review the appropriate organizational chart.

Questions

To meet this objective, the inspector must answer the following questions:

- 5 Are the following aspects of the Management Responsibility and Authority Attributes addressed in the Availability (Manuals) process:

5.1 Does the Certificate Holder's manual clearly identify who is responsible for the quality of the Availability (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input style="width: 100%;" type="text"/>
5.2 Does the Certificate Holder's manual clearly identify who has authority to establish and modify the policies, procedures or instructions and information for the Availability (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input style="width: 100%;" type="text"/>
5.3 Does the Certificate Holder's manual include the duties and responsibilities of those who manage work required by the Availability (Manuals) process? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.4 Does the Certificate Holder's manual include instructions and information for those who manage the work required by the Availability (Manuals) process? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.5 Does the Certificate Holder's manual clearly and completely document the authority for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.6 Does the Certificate Holder's manual clearly and completely document their qualification standards for the person having responsibility for the Availability (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.7 Does the Certificate Holder's manual clearly and completely document their qualification standards for the person having authority to establish and modify the Certificate Holder's policies, procedures, instructions and information for the Availability (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

5.8 Does the Certificate Holder's manual clearly and completely document the procedures for delegation of authority for the Availability (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
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<i>SAI SECTION 5 – MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTE –Drop Down Menu</i>
1. Not documented.
2. Documentation unclear.
3. Documentation incomplete.
4. Other.